

**0020/31/01**

NATIONAL  
QUALIFICATIONS 2012

FRIDAY, 4 MAY  
1.00 PM – 2.30 PM

ADMINISTRATION  
STANDARD GRADE  
Credit Level

**Instructions to Candidates**

Answer **all** twelve questions.

Read each question carefully before you answer it.

Write your answers clearly.





	KU	PS
5. As a result of increased sales, Khavari Co has restructured and now has its own Reprographics Department.		
(a) What term is used to describe this restructuring?	1	
(b) Suggest why Khavari Co has decided to complete its reprographics work in-house rather than outsourcing.	2	
(c) The first task to be carried out by the new Reprographics Assistants is to produce 6,000 brochures. Recommend and justify appropriate equipment/software which should be purchased to complete this task.		
<b>Your answer must make reference to both equipment and software.</b> A <b>different</b> justification must be given for each.		6
6. You are an Admin Assistant at Fab Fashions. Roseanne Irwin, the Admin Manager, has asked you to send a letter to all 1,500 customers informing them of current special offers.		
Suggest and justify the most efficient way of preparing a letter to be sent to each customer.		3
7. (a) Describe <b>one advantage</b> and <b>one disadvantage</b> of manual filing.	2	
(b) Explain the benefits to an organisation of having a centralised filing system.	2	
(c) Identify <b>2</b> principles of the Data Protection Act.	2	
8. Andrew Mitchell is Travel Administrator at Hazel & Burns. He has booked a trip to New York for Sabeel Ishaq, Sales Manager. Sabeel does not know which documents ( <b>other than a passport</b> ) to take on this trip.		
What advice should Andrew give to Sabeel? Justify your answers. A <b>different</b> justification must be given for each.		6
9. Coburn & Sons must move to smaller premises in order to save money. However, no employees will lose their jobs.		
(a) Recommend changes to the <b>working environment/working practices</b> which will solve this problem and justify your recommendations.		4
(b) How can managers ensure that changes to working practices are successful?	1	
<b>[Turn over for Questions 10 to 12 on Page four</b>		

KU	PS
2	
2	
	4
2	
2	
	4

10. (a) How can an organisation use the Internet to increase sales?
- (b) Justify the use of videoconferencing by an organisation.
11. (a) Marchmont Electronics has received complaints about the reception area which is situated on the first floor.
- (i) On arrival at the main entrance, it is unclear what visitors should do.
- (ii) The customer waiting area is unwelcoming.
- Suggest and justify how each of these problems could be solved.
- (b) Describe 2 features of an electronic diary which would not be available when using a paper-based diary.
12. (a) Justify the use of an intranet to store an Accident Report Form.
- (b) Suggest and justify 2 methods of presentation which could be used when delivering training to staff.

[END OF QUESTION PAPER]